



# OFFICE ASSISTANT (GENERAL) and (TYPING)

1441-4PB2501 OFFICE ASSISTANT (GENERAL)  
1379-4PB2502 OFFICE ASSISTANT (TYPING)

Department(s):	All State Departments
Original Bulletin Release Date:	02/13/2015
Examination Date:	Examination dates are scheduled periodically
Type of Examination:	OPEN
Monthly Salary:	\$2,115.00 to \$2,647.00 – Office Assistant (General) \$2,186.00 to \$2,969.00 – Office Assistant (Typing)

## Introduction

The Department of Human Resources (CalHR) is pleased to announce the administration of the Office Assistant (General) and (Typing) Examination. The examination consists of a written test and allows applicants to apply and self-schedule online for the written test.

CalHR is introducing the ***Prequalification process for this examination***. To learn more about this **NEW** process please review the “Filing Instructions” noted on this bulletin.

## EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

## DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

## WHO SHOULD APPLY?

Applicants who meet the minimum education and/or experience requirements will be admitted to the examination. Applicants may only test once during a **12** month period.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and/or need special testing arrangements you will be able to request a reasonable accommodation during the filing and self-scheduling process.

If you have questions, please contact:

California Department of Human Resources Selection Division

1-866-844-8671

California Relay Service (7-1-1)

Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device

## ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the eligible list for a period of **24** months. Applicants may retake the examination after 12 months.

## MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION

### OFFICE ASSISTANT (GENERAL)

#### EITHER I

**Experience:** One year of experience in California state service performing the duties of an Assistant Clerk.

#### OR II

**Education:** Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

### OFFICE ASSISTANT (TYPING)

#### EITHER I

**Experience:** One year of experience in California state service performing the duties of an Assistant Clerk.

#### OR II

**Education:** Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the

required education.)

### SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

### ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

### SPECIAL REQUIREMENTS

**The following special requirement is only applicable to Office Assistant (Typing) examination:**

**Ability to:** Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

### POSITION DESCRIPTION

#### OFFICE ASSISTANT (GENERAL)

This is the entry, trainee and journey level for this series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties.

Under general supervision, incumbents at the full journey level regularly perform a variety of duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. This level may have lead responsibility over less experienced employees in areas such as training and answering questions on work procedures.

#### OFFICE ASSISTANT (TYPING)

In addition to performing the above mentioned Office Assistant (General) duties, an Office Assistant (Typing) typically has typing duties encompasses a significant proportion of their work time.

### EXAMINATION INFORMATION

#### Written test weighted 100%

This written examination is comprised of three sections: Arithmetic Calculations, English Usage and Grammar, and Sorting and Filing.

In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

A study guide is available for your reference. [Click here to review the study guide.](#)

### KNOWLEDGE AND ABILITIES

**Knowledge of:**

1. Knowledge of proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials are complete and accurate.
2. Knowledge of basic mathematical operations (e.g., addition, subtraction, multiplication, division) to perform work related duties.
3. Knowledge of proper filing techniques to create and maintain an organized series of necessary files of varying types to store and retrieve hardcopy/electronic information.
4. Knowledge of alphabetical order to file and retrieve job-related materials.
5. Knowledge of numerical sequence to file and retrieve job-related materials.

**Ability to:**

1. Ability to organize information from various sources in a semantically or categorically functional order.
2. Ability to write memos, letter and emails using proper grammar, punctuation, and sentence structure.
3. Ability to proofread memos, letters, and reports to ensure that documents have been properly edited and/or replicated.
4. Ability to use and comprehend numerical data for various work related projects.
5. Ability to read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.

## **VETERANS' PREFERENCE**

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

## **CONTACT INFORMATION**

If you have any questions concerning this announcement, please contact:

The California Department of Human Resources Selection Division

1515 S Street, North Building, Suite 400

Sacramento, CA 95811-7258

1-866 844-8671

California Relay Service: (7-1-1)

Telecommunications Device for the Deaf (TTY) (916) 654-6336

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## **GENERAL INFORMATION**

**Examination Locations:** Will be designated as conditions warrant.

**Applications are available** at <http://jobs.ca.gov>, and at local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination  
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which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against predetermined job-related rating, and all candidates who pass will be ranked according to their scores

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box during the filing and self-scheduling process.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

## FILING INSTRUCTIONS

**PLEASE READ ALL INSTRUCTIONS BELOW:**

**This section provides information on the Prequalification Process and Self-Scheduling Date(s).**

**Prequalification Process:** Prequalification for the Office Assistant examination will begin on **February 13, 2015**.

Prequalification is optional. Applicants are not required to pre-qualify prior to the self-schedule date. Applicants may choose to complete this process on the day of self-scheduling.

Prequalification allows candidates to complete a series of qualification questions before the self-scheduling date. Once prequalified, applicants are then required to log-in on a self-scheduling date. Applicants should check the bulletin periodically for upcoming self-schedule dates.

**[CLICK HERE to Prequalify for the Office Assistant examination](#)**

**Self-Scheduling:** Self-scheduling allows applicants to select a date, time, and location to participate in the examination. Self-scheduling is offered on a first-come-first-served basis for each written examination date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written examination date, additional self-scheduling dates and test locations will be posted. Upon scheduling an examination date, print two copies of your Notice to Appear. Bring one copy with you to the examination testing site, and retain one copy for your records. Also bring a valid and current identification (e.g., Driver's License, State Identification Card, passport)

**PLEASE NOTE:** The self-schedule link shown below will be clickable on the "Self-Scheduling Opens" date as follows:

<u>Self-Scheduling Opens</u>	<u>Written Examination Dates</u>	<u>Location</u>
April 10, 2015 @ 2:00 PM	April 13, 2015 thru April 17, 2015	Sacramento
April 14, 2015 @ 2:00 PM	April 18, 2015	Patton State Hospital (San Bernardino County)
April 21, 2015 @ 2:00 PM	April 25, 2015 April 26, 2015	Los Angeles

Additional self-scheduling and written examination dates will be available. Test locations for other counties are anticipated soon. Check this bulletin periodically for updates.

On the self-scheduling date, please click on the link below to begin and complete the scheduling process.

**PLEASE NOTE:** If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

[CLICK HERE to self-schedule for the Office Assistant written examination](#)